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AUTHOR Lucas, John A.; Dincher, Judith
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ABSTRACT

As part of an evaluation of the effectiveness of its Certified Nursing Assistant Program, William Rainey Harper College (WRHC), in Illinois, conducted a follow-up study of program graduates from 1990-95. Surveys were mailed to 378 graduates to determine their employment situation, their evaluation of how beneficial their education was, and the degree to which they were continuing their education. Study findings, based on responses from 91 graduates, included the following: (1) 49.4 percent of respondents were working full-time, 36.3 percent were working part-time, and only 2.2 percent were unwillingly unemployed; (2) 65 percent were working in jobs closely related to their education; (3) when graduates began working, their mean annual full-time salary was $18,000, while their current mean salary was $20,900; (4) in general, graduates were highly satisfied with both the program and their fulfillment of course objectives; (5) 97.6 percent rated their present job performance as above average or excellent; and (5) 53.6% of the graduates expressed a need for continuing education, while 65 percent had already continued their education by enhancing their skills as a Nursing Assistant and 8 percent had worked towards becoming registered nurses. The survey instrument is appended. (TGI)

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William Rainey Harper College

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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FOLLOW-UP SURVEY OF GRADUATES OF CERTIFIED NURSING ASSISTANT PROGRAM AT HARPER COLLEGE

Dr. John A. Lucas, Director
Office of Planning and Research

Judith Dincher, Director
Nursing

JC 960 521

ABSTRACT

The purpose of this study was to follow up graduates of the Certified Nursing Assistant Program at Harper College to determine their employment situation, their evaluation of how beneficial their education was and the degree to which they have continued their education and skill acquisition. A survey instrument was mailed to 378 graduates from 1990 to 1995 and after a second mailing to non-respondents a 24 percent response rate was attained.

Results of the study show that most are employed in a field close to a Nursing Assistant and almost all are employed close to the Harper College District.

Their salary is less than the average salary of other career graduates. These graduates rate Harper highly in all areas and feel they were well prepared to perform their jobs very well. Most have already continued their education since leaving Harper and most have plans for continuing their education further. Many are aiming to become Registered Nurses.

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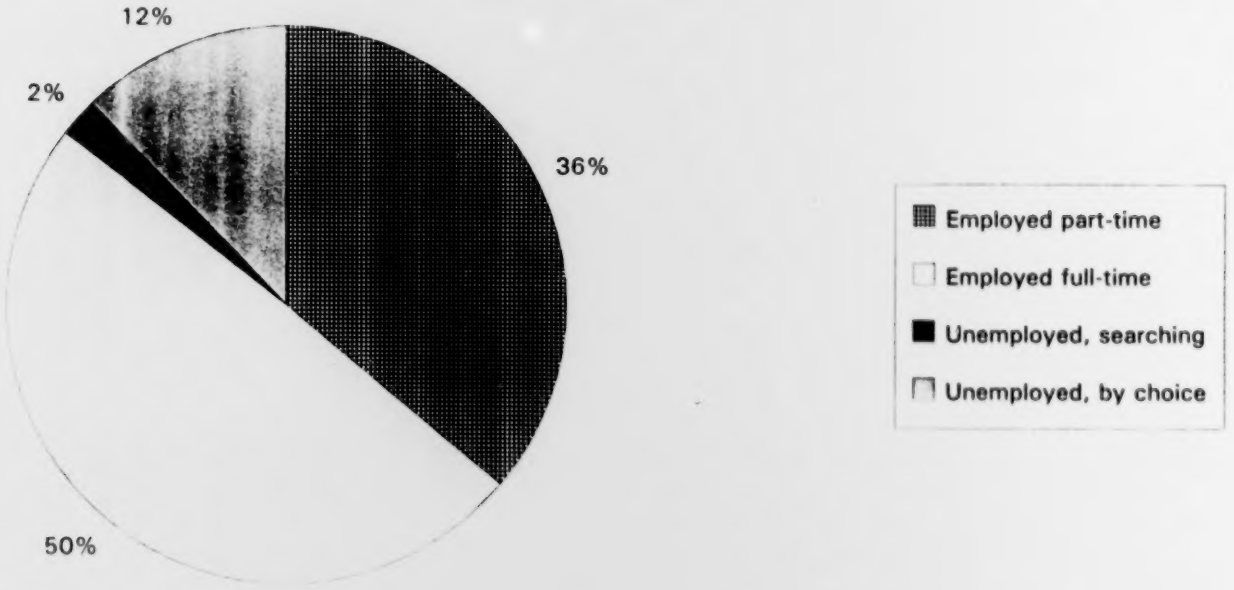
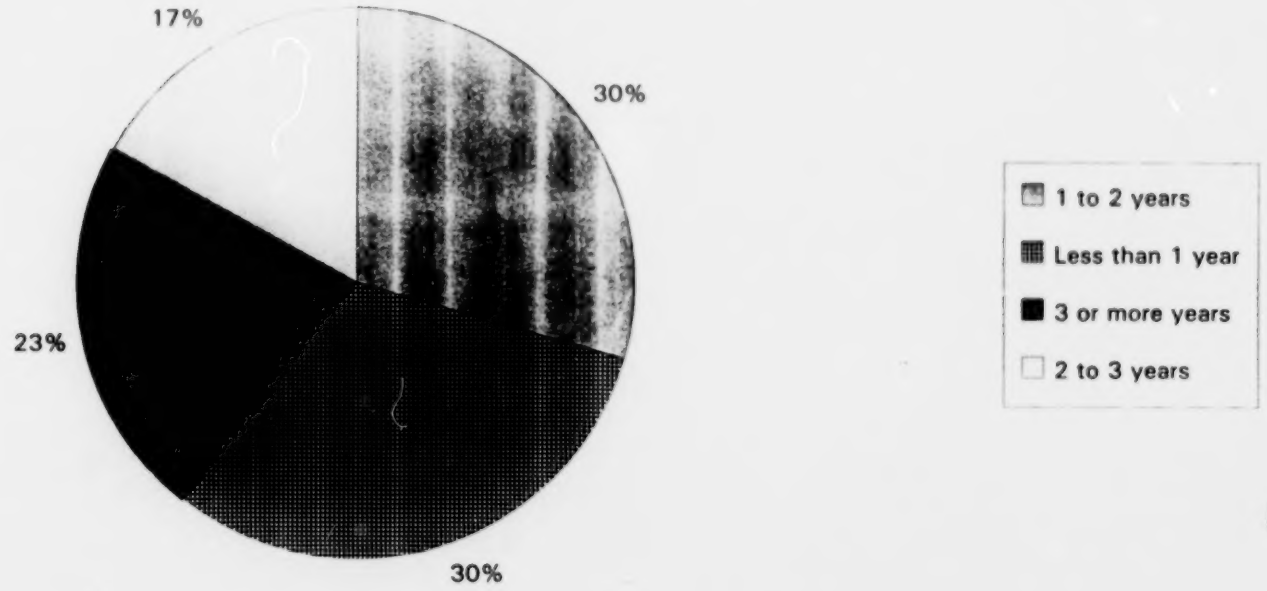
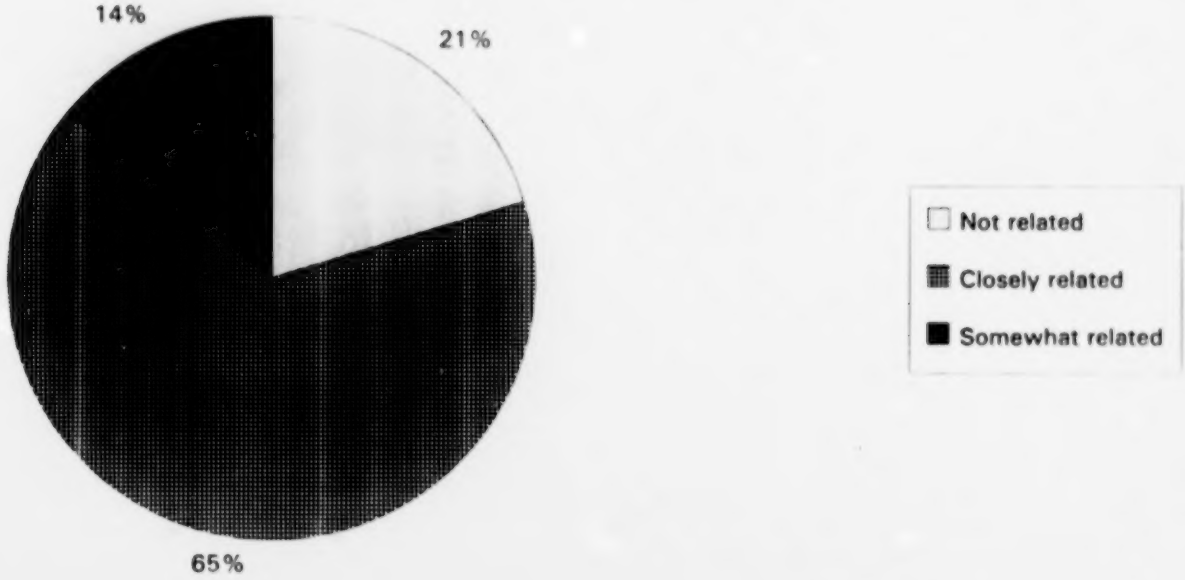
Description of Employment of Nursing Assistant Graduates - Employment Status



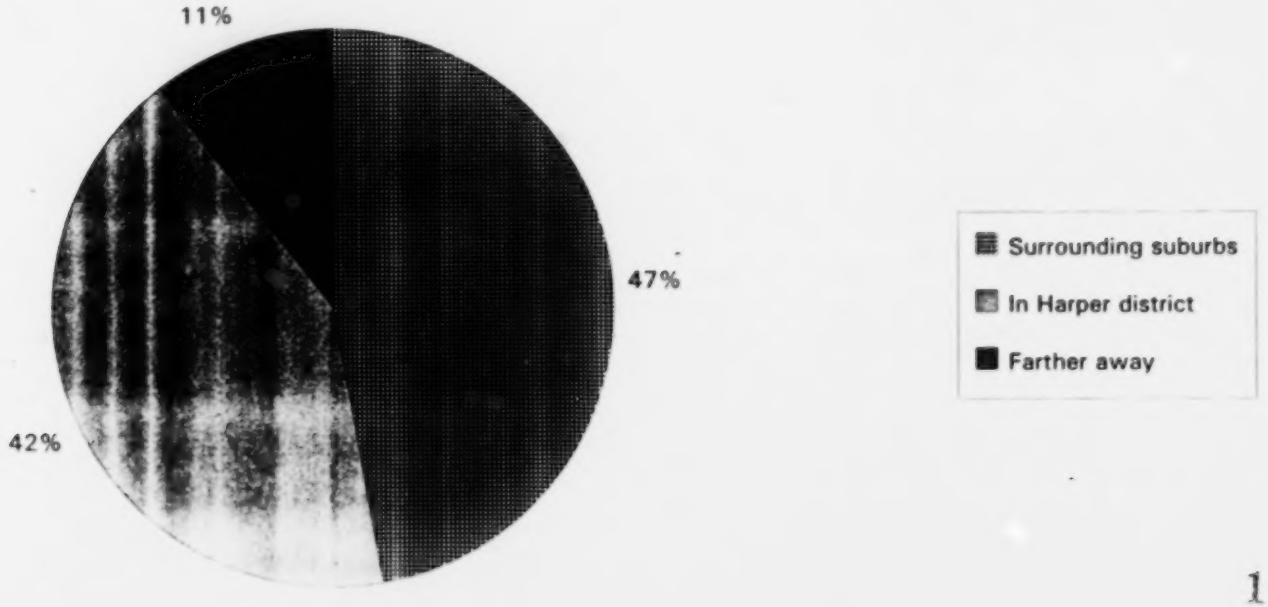
Description of Employment of Nursing Assistant Graduates - Length of Time on the Job



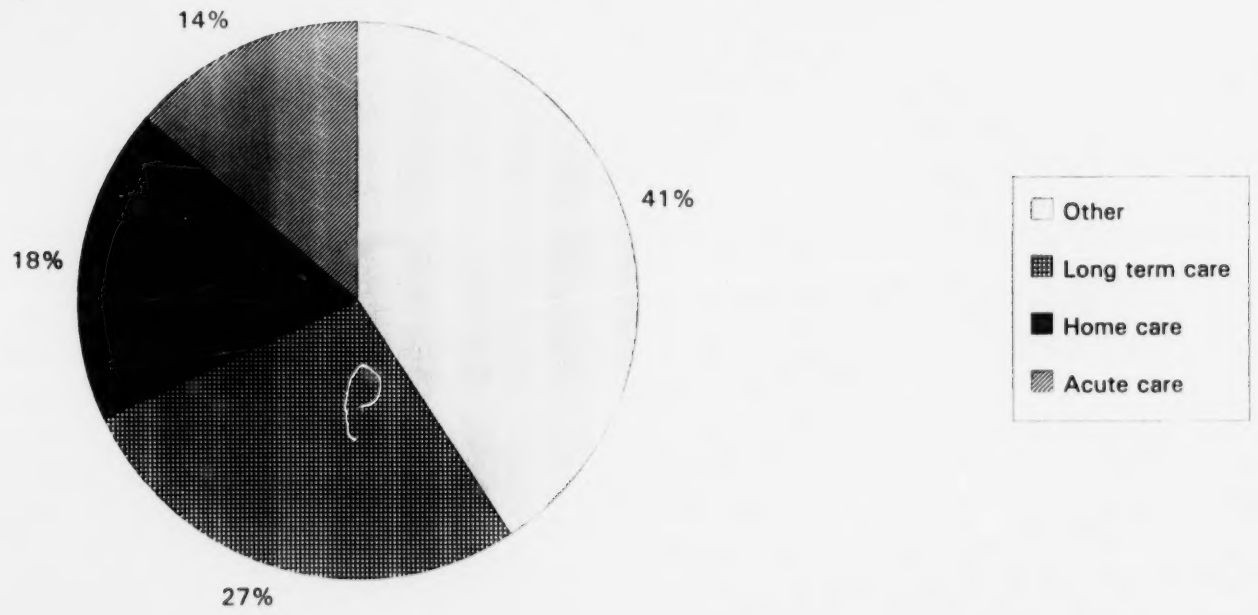
Description of Employment of Nursing Assistant Graduates - Relatedness of Job to Nursing Assistant



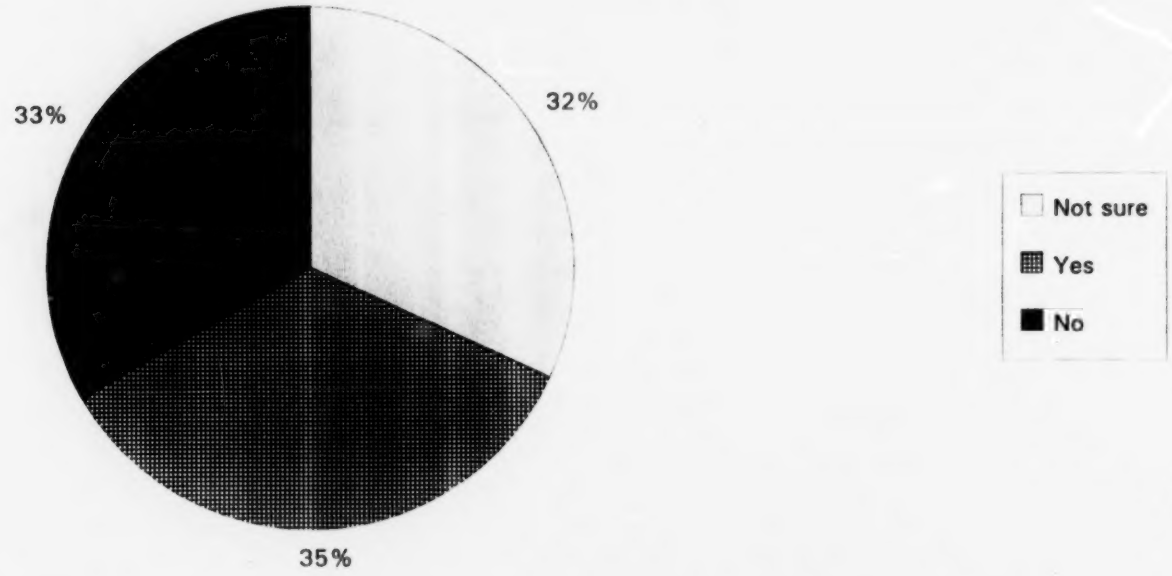
Description of Employment of Nursing Assistant Graduates - Location of Employment



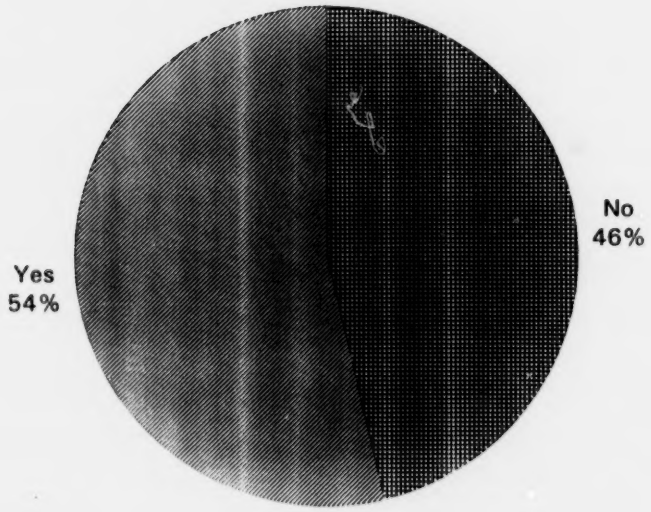
Description of Employment of Nursing Assistant Graduates - Type of Agency Employed at



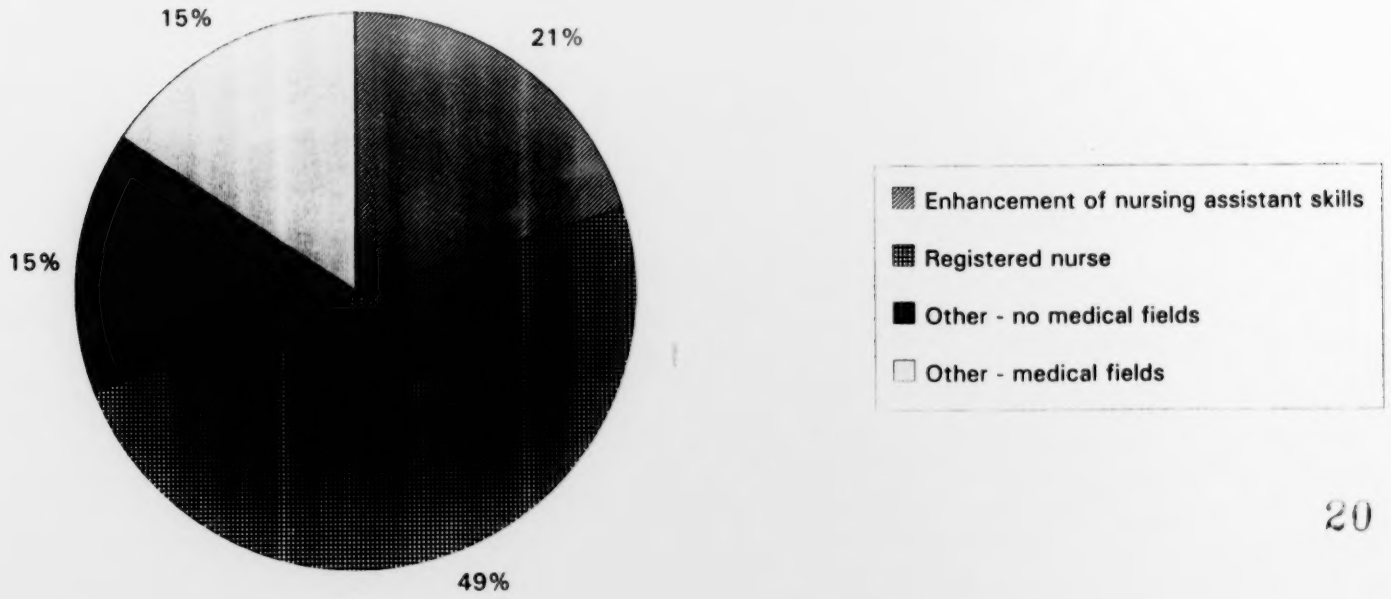
Description of Employment of Nursing Assistant Graduates - Opportunities for Advancement in Job



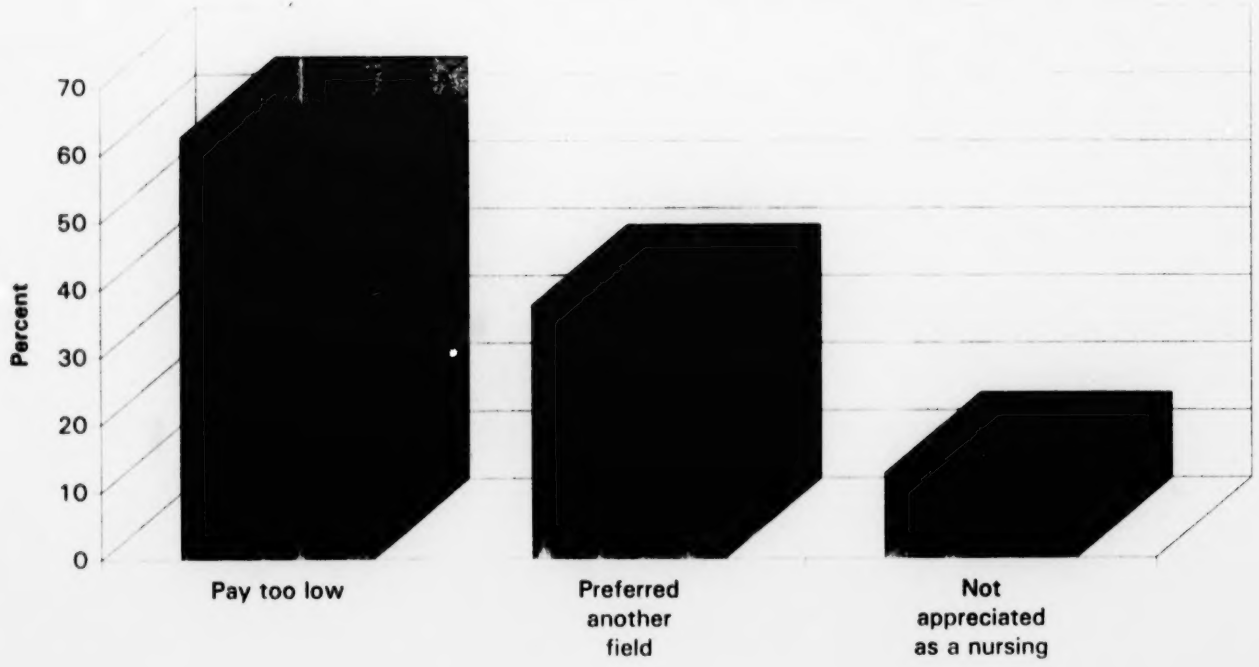
Need for Continuing Education



Field They Want to Continue Their Education in the Future

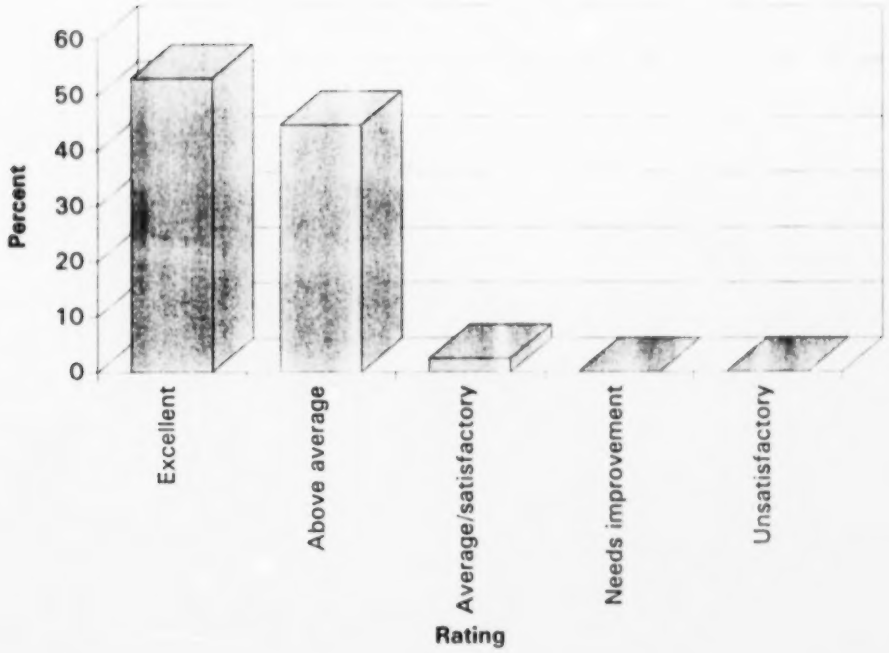


Reasons for Not Working in a Field Related to Nursing Assistant



Current Salary on Job
Percent
40
35
30
25
20
15
10
5
0
Less than $15,000
$15,000 to $19,999
$20,000 to $24,999
$25,000 to $29,999
$30,000 and higher
Salary

Rating of Their Job Performance



Purpose

The purpose of this study was to follow-up graduates of the Certified Nursing Assistant Program at Harper College to determine their present employment situation, their evaluation of how beneficial their education at Harper was and the degree to which they have continued their education and skill acquisition. The study is part of the Program Review process and was requested by the Director of Nursing and related programs.

Methodology and Population Surveyed

The survey instrument shown in the appendix was developed jointly by the Office of Planning and Research and the Director of Nursing and related programs. The Health Science and Human Service Continuing Education Department, which formally supervised the program, provided a list of all the Nursing Assistant graduates from 1990 to 1995. All 378 graduates were used to form the survey population. The survey instrument was mailed to this population and after a second mailing to non-respondents, 91 had returned completed questionnaires for a 24 percent response rate.

Major Conclusions

Results of the study show that most are employed in a field close to a Nursing Assistant and almost all are employed close to the Harper College District. Their salary is less than the average salary of other career graduates. These graduates rate Harper highly in all areas and feel they were well prepared to perform their jobs very well. Most have already continued their education since leaving Harper and most have plans for continuing their education. Many are aiming to become Registered Nurses.

Discussion of Results

In examining employment, half are working full time, over a third are working part time, and only 2 percent are unemployed (looking to be employed). Among those employed, they have been on their job an average of 2.5 years and 65 percent are in jobs closely related to a Nursing Assistant. Most of those in unrelated fields are there because of low pay offered a nursing assistant and because they prefer another field. Ninety percent are working close to home in Harper's District or a surrounding suburb. They are employed in a wide variety of types of agencies with 27 percent working in long-term care facilities. Very few had any problem finding their position. Their average salary was $18,000 when they first started and is close to $21,000 at the present time. Over a third report they have an opportunity for advancement in the future.

While at Harper a minority of these students used student services of any kind. While 55 percent used the bookstore, the next most frequently used service was the cafeteria which was used by 30 percent of the Nursing Assistant students. Those who did use these services rated them between somewhat beneficial and very beneficial. Students seemed very satisfied with the different aspects of the Nursing Assistant Program and seemed to a great extent of having fulfilled the course objectives of the program. As a result of the Nursing Assistant Program almost all see themselves performing above average to excellent on their present jobs.

Over half of the students state they have a current need for continuing education. Almost half see themselves continuing on to become a registered nurse while others see themselves enhancing their skills as a nursing assistant, moving into other health fields or continuing on to other non-health fields. Two thirds reported they had already up-graded their skills since graduating from the Nursing Assistant Program. Most of these upgradings (65%) were enhancing their skills as a Nursing Assistant.

FOLLOW-UP SURVEY OF NURSING ASSISTANT PROGRAM GRADUATES

Employment Status	N	PCT
- Employed full time	45	49.4
- Employed part time by choice	31	34.1
- Employed part time not by choice	2	2.2
- Unemployed seeking employment	2	2.2
- Not employed by choice	11	12.1
Total	91	100.0

Relatedness of Job to a NA	N	PCT
- Closely related	51	65.4
- Somewhat related	11	14.1
- Not related	16	20.5
Total	78	100.0

Location of Employment	N	PCT
- In Harper College District	32	42.1
- In surrounding suburbs	36	47.4
- In further away suburbs	3	4.0
- Downtown Chicago	1	1.3
- In Illinois, outside Chicago metro area	3	3.9
- Out-of-State	1	1.3
Total	76	100.0

Reason Job Not Related to NA	N	PCT
- Nursing Assistant pay too low	10	62.5
- Preferred to work in another field	6	37.5
- Not appreciated as a NA	2	12.5
- Could not find a NA position	1	6.3
- Could not find a NA position close to home	1	6.3
- Could not find a NA position with desired hours	1	6.3
- Work as a CNA on weekends	1	6.3
- Used training for volunteer work in a hospice program	1	6.3
- Want to work in a hospital	1	6.3
-Taking time to find good NA position	1	6.3
- Health problems	1	6.3
- Earning money to return to college as a full-time student	1	6.3
- Already an RN	1	6.3

Opportunities for Advancement in Present Position	N	PCT
- No	25	33.3
- Not sure	24	32.0
- Yes	26	34.7
Total	75	100.0

Length of Time in Current Position	N	PCT
- Six months or less	10	14.1
- 7 - 12 months	12	16.9
- 13 - 24 months	21	29.6
- 25 - 36 months	12	16.9
- 37 - 48 months	3	4.2
- More than 48 months	13	18.3
Total	71	100.0
Average		29.6 months

Reason Took Part-Time - Not By Choice		
- Could not find full time NA position	1	50.0
- Can no longer do lifting	1	50.0
Total	2	100.0

Type of Agency at Which Employed	N	PCT
- Long-Term Care	18	27.3
- Home Care	12	18.2
- Acute Care	9	13.6
- Sub-Acute Care	3	4.6
- Clinic	3	4.6
- Doctor's Office	3	4.6
- Hospital Surgical Tech	3	4.6
- Hospital	2	3.0
- Blood Services	2	3.0
- Services for the Handicapped	2	3.0
- Acute Care-Emergency-Hospital	2	3.0
- Psyche Ward	1	1.5
- Medical Oncology Floor/Hospital	1	1.5
- Assisted Living - Alzheimer Patients	1	1.5
- Medical Sales and Procurement	1	1.5
- Rehabilitation Center Tech	1	1.5
- Pediatric	1	1.5
- Medical Insurance	1	1.5
Sub-Total in Related Fields	66	100.0
Jobs Not Related	7	9.6
Total	73	100.0

Difficulty in Finding Employment	N	PCT
- Found position easily immediately after graduation	47	65.3
- Continued to work in same agency as when first entered CNA program	7	9.7
- Found a position while still at Harper	6	8.3
- Left the field to find a position	6	8.3
- Was an RN and those positions were scarce	2	2.8
- Had to sort through pay, hours and working conditions	1	1.4
- High turnover where applied	1	1.4
- Wanted work in a hospital	1	1.4
- Looking for specific job combination	1	1.4
Total	72	100.0

Full-Time Annual Salary	Starting N	Starting PCT	Current N	Current PCT
- Less than $15,000	17	41.5	8	19.5
- $15,000 to $19,999	13	31.7	15	36.6
- $20,000 to $24,999	6	14.6	7	17.1
- $25,000 to $29,999	2	4.9	8	19.5
- $30,000 to $34,999	1	2.4	1	2.5
- $35,000 to $39,999	2	4.9	1	2.4
- $40,000 and higher	0	0	1	2.4
Total	41	100.0	41	100.0
Median Salary		$16,300		$19,200
Mean Salary		$18,000		$20,900

Opportunities for Advancement

- I have been offered Director of Activities; however, I turned down the position in order to finish Nursing School at Harper College.
- Hospital recently trained CNA (PCTS) for "Expanded Role" for new team nursing.
- The hospital will pay for a good portion of my further education.
- Once per year 3 percent after evaluation.
- Supervisor position - but I am going on to the Nursing Program.
- I will graduate from a Nursing Program at Harper so I might advance to an RN position.
- Assistant Manager - my boss likes the way I deal with people. Keeps telling me I am a people person.
- Clinician I-II TNS, CEN
- Move up in the company as far as manager.
- Install manager
- Phlefortory III working on platelet machine - supervisor.
- Home health care is a developing industry. Elderly residents need many kinds of care in their own apartment where almost all of them live alone. Harper as the Community College offers many courses for the workers who want to improve their skills to get higher salary.
- I am starting Nursing Program in the fall.
- By getting raises, plus I will be in the fall Nursing Program for my LPN.
- Supervisor
- I decided to quit both jobs and currently working in a clinic.
- I could become a team leader
- Upper management position - I currently am a part-time floor nurse and a full-time department head for MDS/Care plans.
- Managerial
- Team leader position
- Going on to Nursing Program at Harper to be an RN.
- I am now an EMT Basic. I will be a Paramedic.

Support Services Used While at Harper College	N	PCT/91	Average Benefit Index*
- Test Analysis	14	15.4	1.64
- Learning Resources Center	24	26.4	1.62
- Bookstore	50	54.9	1.62
- Computer Labs	19	20.9	1.58
- Study Skills	15	16.5	1.53
- Academic Advising	27	29.7	1.52
- Career Advising	19	20.9	1.47
- Cafeteria	29	31.9	1.41
- Tutoring	13	14.3	1.38
- Child Care	3	3.3	1.33

- Two Others mentioned Health Care and ESL Advisor and both were rated as very beneficial

* Benefit Index: 2 = Very Beneficial 1 = Somewhat Beneficial 0 = Of No Benefit

Satisfaction Level with Various Aspects of the Nursing Assistant Program	N	Average Index* of Satisfaction
- Classroom preparation	80	2.61
- Overall program	82	2.60
- Clinical experience	83	2.57
- Degree to which they were prepared for employment	83	2.53
- Campus laboratory experience	81	2.51

* Satisfaction Index: 3 ≡ Very Satisfied
2 ≡ Satisfied
1 ≡ Neutral
0 ≡ Not Satisfied

To What Extent Did Student Fulfill the Course Objectives of the Program Upon Graduation from Harper College	N	Average Fulfillment Index*
- Established and maintained a safe and pleasant environment for the patients	84	2.74
- Demonstrated basic nursing skills while caring for patients	82	2.68
- Reported observations related to the patient's condition to his/her immediate supervisor	82	2.65
- Followed the nursing care plan in providing care	81	2.59
- Recorded observations and maintained records specific to the long-term facility and/or hospital or home health agency	81	2.47
- Communicated effectively with patients, family and staff	83	2.46
- Identify the organization of the health care institution and its function	83	2.42
- Give simple emotional and psychological support to the patient and family members	83	2.35

At Present Time, to What Extent Have Students Fulfilled Course Objectives of the Program	N	Average Fulfillment Index*
- Established and maintained a safe and pleasant environment for the patients	76	2.70
- Reported observations related to the patient's condition to his/her immediate supervisor	77	2.70
- Demonstrated basic nursing skills while caring for patients	75	2.69
- Followed the nursing care plan in providing care	75	2.65
- Communicated effectively with patients, family and staff	75	2.64
- Recorded observations and maintained records specific to the long-term facility and/or hospital or home health agency	75	2.61
- Identified the organization of the health care institution and its function	76	2.54
- Gave simple emotional and psychological support to the patient and family members	76	2.53

* Fulfillment Index: 3 ≡ To a great extent
2 ≡ To an extent
1 ≡ Minimally
0 ≡ To no extent

Students Rating of Their Job Performance Based on Their Last Evaluation by Their Employer	N	Percent
- Excellent	44	53.0
- Above Average	37	44.6
- Average but Satisfactory	2	2.4
- Needs Improvement	0	0
- Unsatisfactory	0	0
Total	83	100.0

Does Student Have a Current Need for Continuing Education	N	PCT
- No	39	46.4
- Yes	45	53.6
Total	84	100.0

Fields In Which They Would Continue Their Education	Fields in the Future for Continuing Education		Fields in Which They Have Already Continued Their Education	
	N	PCT	N	PCT
- RN - Nursing	19	48.7	5	8.0
- Enhancement of skills as nursing asst.	8	20.5	40	65.0
- Other medical field	6	15.4	12	19.0
- Other non-medical field	6	15.4	5	8.0
Total	39	100.0	62	100.0

68 percent of 91

Specific Continuing Education Needs

- BSN - 3
- Computer knowledge/skills - 2
- Nursing Program - 2
- Currently at Harper College and I will start the Nursing Program in the fall of '97.
- To complete my RN at Harper.
- I would like to receive an Associate in Science Degree in Cardiology specializing in fitness.
- I would like to go to Nursing School.
- Helping more families to understand stroke and victims and wheelchair people to cope better.
- For the RN Program
- First Assistant Program
- So I could get more knowledge of the field - maybe I could be a nurse.
- Going back for signing to complete for signing interpretation at Harper.
- Graduate program
- To become a registered nurse
- Would like to but do not have the time or money to go back.
- To keep up on the times
- To improve many skills to be a helpful worker - to get a good salary
- Nursing
- CCRN, Critical Care Nursing
- Talk to counselor for academic advising to become an LPN
- I am striving for my license as a registered nurse.
- English, Math
- Yes - I am working on algebra and chemistry and in summer, biology, so I can get my pre-requisites done for the fall Nursing Program.
- Not sure.
- Not decided yet
- To get an education

Specific Continuing Education Needs (cont'd)

- To become an EMT
- Maintaining licensure - RN refresher courses - Bachelors degree plus.
- Psycho Gero Psych
- I am going to continue my education in a business field.
- I am a full-time student of Harper College and I want to major in Physical Therapy.
- I am interested in Nursing
- Attending medical field
- I want to enter Nursing Program but I think it is too hard to enroll
- I am very much interested in the Alzheimer's client. I am currently employed in living care for them, but have had to take a cut in pay. I am interested in seminars or workshops relating to Alzheimer's.
- Paramedic School

Responsibilities or Skills Acquired Beyond
Those Required of a Basic Nursing Assistant

- Have been certified through the State of Illinois for Habilitation Aide.
- I am involved in hospice support group. I work in the Activities Department organizing recreational therapy and psycho-social care plans.
- Drain/record approximately 15 different drains for I and O. DC IV's, Foleys, NGT. ACCU V for Diabetics.
- I am certified as a phlebotomist and also as an EKG technician.
- Discontinuing Foleys, NG Tube, IV's, Charting more, suction set up.
- While taking care of patients who were dying of cancer, helping to show their family how to give medication by mouth more easily.
- Assisting the doctor.
- I am a certified surgical technologist and am using my skills as a tissue tech on weekends. I am also currently using my communicative skills for medical sales.
- Income tax preparation
- I am now also a unit sec - I draw blood and do EKG's.
- I was trained in phlebotomy, EKG's, diets, changing dressings, as well as other things.
- I train all new employees with blood and platelet procedures.
- D/C IV and Foley Cath - change small dressings, take ACCU Throat suctioning.
- Basic sign language
- I am a registered professional nurse
- Computer skill, medical transcription
- Draw blood - draw shots - call in medication
- I am studying to be a nurse
- Phlebotomy, secretary skills or techs - I assist surgeons
- Administering injections
- Took care of open wounds, did some treatments, IV's, G-tubes.
- Not in the field
- Drawing blood with 16-gauge needle, drawing plasma and operating the plasma machine
- I know how to do EKG's and draw blood.
- Bladder catheter changing - taking care of the wounds - helping patients meet their needs.
- Surgical technician, EKG's, EEG's, drawing blood, testing urine, drawing up some injections.
- I can now DC IV's and take a person's blood glucose level using the finger prick.
- Physical Rehab Aide.
- Suctioning Tracheotomy - feeding, gastrointenial tube and changing - physical therapy.
- Basic knowledge of urology
- Discontinuing IV - discontinuing Foley Caths - Accuchecks.
- Do Ladies Hair
- Obtaining urine from Foley Catheter, Decubitees Care.
- Wound cleansing and dressing, splints and molds - triage assisting, discharging Pts, D/C IV's Drawing blood.

Responsibilities or Skills Acquired Beyond
Those Required of a Basic Nursing Assistant (cont'd)

- Have taken resident's shopping.
- I do exercises, prom, gait, and may PT services to my patients.
- I work in a retirement home as a home health aide and we pass medication which we were not allowed to do when I worked in a nursing home.
- ORA
- Lab skills
- EKG Tech
- To take care of the older people in the nursing home - they need love and understanding.
- PCT medical assistant
- Ability to work with mentally and physically challenged adults and children
- Care of the patient
- Computer/typing, etc.
- P.T. Tech
- Evaluate and assess safety for patients in their home. Assess and referral to other disciplines.
- Unit secretary on floor.
- Catheters, NG tubes, MEDS, physical assessments, etc.
- I am responsible for doing EKG's, assisting physicians with procedures, i.e., Gyne exams, sutures, casting, and other treatments.
- RN
- Complete associate degree in Nursing, 1992.
- To serve in the dining room, put away all laundry (clothes) to transfer dirty cloths.
- I had training to work with Alzheimer's residents at the place where I work.
- Infection precaution
- I can do Foleys, HEP Locks, occasional suction of PT.
- Giving medicine to the patient but was set up by RN or supervisor on the medicine box.
- I am an RN
- I am a second year physical therapist assistant student.
- To work in the hospital
- Catherizations, bladder scans
- I did change my career - I can assist patient with meds. I can Intubate - I can difibulate a cardiac patient. I do work for an ambulance company. I also know how to care for patients with life threatening injuries and illness.
- On-site training - computers, DC Foley, IV, Accuchecks.

Where They Learned These Added Skills

- Former employer
- I taught school many years ago
- On-the-job - 11
- EKG tech at Harper and Phlebotomy at Wright College.
- The hospital
- By seeing myself make patients more relaxed and comfortable.
- Employer
- Harper and the University of Chicago Hospital
- Chicago
- At ABMC Rehab Pavilion
- Phlebotomy training - worked my way up the ladder.
- Harper College - 10
- Work in Arlington Heights
- Rockford College and Truman College
- Triton and Harper College
- An internship in Guatemala
- From the nursing homes that I have worked in
- Life Source
- Good Shepherd Hospital
- Oakton Community College
- Harper at Northwest Community Hospital
- Through working and in-service training
- CPR
- Alexian Brothers Medical Center
- I worked for a Urologist
- Northwest Community Hospital
- Americana Rolling Meadows Nursing Home
- Worked 9 years as nursing assistant - prior to certification - on geriatric floor at local hospital
- ER where I work
- 15 years volunteer/Holy Family Hospital
- Year 1993 at the Bloomingdale
- Hinsdale Hospital
- Training
- From previous experience before taking CNA
- Bradley University
- Attending In-Service
- At the hospital I work at.
- In nursing home/staffing and by reading
- Northwest Continuing Care
- In-service training

Additional Training Since Graduating from
CNA Program at Harper College

- Also been trained as a Behavior Dev. Technician
- Attend as many support classes in this field - mostly geriatric training.
- Learning how to do different medical procedures while assisting the doctor.
- Income tax preparation
- State phlebotomy course
- When I started at Harper I did not pass, so I went to take CNA course through a nursing home and passed.
- TNCC, ALS, MICN
- Studying to be a nurse
- AIDS workshops/seminars - Hospice workshops/seminars
- On-the-job training - finished my BA
- Company offers in-service training every three months. Video tapes related to jobs or specialty give us information.
- Phlebotomy technician
- Physical rehab aide, occupational rehab aide.
- Orthopedic care - certified - extended skills class.
- Surgical technology phlebotomy
- Finished an algebra course for nursing
- Taken a class to be occupational rehab aide.
- EKG tech at Harper
- PCT - Medical assistant
- Am now a student nurse
- Received degree in physical education 12/95 from Northern
- Completed associate degree in nursing 1992 at Harper
- Fire drill
- Physical rehabilitation aide.
- Currently enrolled in the Nursing Program at Elgin Community College
- OT Aide
- Did not attend the NAP. The State of Illinois gave me permission to take the CNA test because of nursing courses in an RN College.
- Surgical Tech program at Triton/Harper and the job skills at U of C.
- Was trained in phlebotomy, EKG's, diets.
- Occupational therapy program, CPR, nursing student - RN program.
- Desire to go back for more signing.
- Medical terminology course
- Operating Room Tech
- Accepted for nursing at Harper fall of 1996.
- Phlefactory course through Life Source.
- Surgical tech, medical tech
- Training toward nursing degree - learned a lot through RN, such as medical terminology, etc.
- Just CPR
- None
- CPR for health care workers/ER tech training
- Tasks specific to NA position
- Continuing nursing curriculum
- It is good and it seems I am paid like a nurse.
- Physical rehabilitation
- Am in 2nd year of a 4-year program for BSN.
- Am an RN
- Doing pre-requisites of Nursing at Harper now.
- Working in a hospital
- Home health care - work for two agencies, but patient load has not been enough financially. At one agency 4 years - the other 5.5 years.
- Went through EMT A and EMT B classes

General Comments

- I have fulfilled all the objectives in courses I have had in the RN program which I attended.
- More employment in long-term care than in hospital. I am presently employed in a hospital. The excellent evaluations and top percent merit raises I have received over the past five years I contribute to the instructor I had at Harper - Mrs. Lillian Fair who stressed good patient care and respect and reporting observations.
  I worked two months in long-term care facility where I felt adequately trained; however, under course objectives "D" I found does not exist in long-term facility. I worked for an agency and found same problem. I am now employed at hospital and course objective "D: is main objective. Hospital staff conducts themselves in a professional manner which was never apparent in long-term. I felt less adequately trained to work in hospital but received on-the-job training.
- Had a great nurse who was our instructor - her assistant (don't remember her name) did not have patience with anyone who had a handicap. I was going for hearing aids, both ears, at the time. Also had tubes put into both ears. Could not hear that great at the time. She had lost her temper at times. Could not help it that I had a hearing problem. This one part I will never forget, but the whole class and head instructor were the greatest.
- Left doctor's office in January 1996 - was there since September 1994.
- Jackie West is an excellent instructor - very strict and definitely to the point. I have learned many things from her above and beyond the realms of nursing assistant. Many things she has taught have stuck with me and I appreciate that fact.
- I have been voted the first out-standing employee at our agency - I received the best CNA training at Harper.
- Joan was a wonderful teacher!
- I would also like to say that the instructor for the class I was in managed to humiliate and embarrass over half the class into dropping. Her behavior was unacceptable. She was very moody and sarcastic.

General Comments (cont'd)

- I really enjoyed the CNA course at Harper. Joan Lyons and Debbie Karras were excellent! I learned a lot from them and they made me feel very confident with myself. They gave me a solid foundation to build on at Bradley.
- Out of school I worked as a PCT in a hospital for 2.5 years. Was laid off due to cut backs and could not find anything. Even in home health said I needed at least two years with that to work! So it is very hard to find work in this field!
- Educate the students in doing proper patient care such as bathing and turning. Especially if the patient has a bed sore or positioning a patient to prevent sores.
- Thank you for the opportunity of your program at Harper. I have used the skills in a skilled care facility which the facility changed from long term to rehab. In 1991 I became certified as an occupational and physical rehab tech. I use the skills in all my care and know they will be of value to me in caring for the Alzheimer's resident.
- If you want the program to be better, one of the faculty needs to be a little nicer to the students. She put several of us in tears because we did not meet her expectations. I chose a different field partly because I don't want to work with or for anyone like her.
- My answers are based on evaluation from clinical instructors.
- Since I am a full-time college student I decided not to work. My education on CNA stopped after the course was over. I did not take any job that would increase my ability to be a better CNA.

APPENDIX

- Cover Letter

- Survey Instrument

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
708-397-3000

Spring 1996

To Graduates of the Basic Nursing Assistant Program:

We are asking for your help to evaluate the Basic Nursing Assistant Program at Harper College.

Your input is essential in determining the quality of the program and the relevance of your preparation for the workplace.

Please take a few minutes - less than ten - to complete the enclosed survey returning it in the self-addressed envelope provided for your convenience.

Thanks for your help.

Sincerely,

Judith R. Dincher

Judith R. Dincher, Director
Nursing and Related Programs

jc
Enclosures

FOLLOW-UP SURVEY OF NURSING ASSISTANT PROGRAM GRADUATES

1- What is your employment situation? Check (✓) one.

- ❑ A. Employed full time
- ❑ B. Employed part time, by choice
- ❑ C. Employed part time, not by choice
- ❑ D. Unemployed but seeking employment
- ❑ E. Not employed, by choice

If you are <u>not employed</u>, please skip to Item No. 12

2- How long have you been in your current position?_____

3- If employed, how related is your job to a Nursing Assistant? Check (✓) one.

- ❑ A. Closely related
- ❑ B. Somewhat related
- ❑ C. Not related

4- If <u>not related</u>, why? Check (✓) **all** that apply.

- ❑ A. Could not find a position as a Nursing Assistant.
- ❑ B. Could not find a Nursing Assistant position close enough to home.
- ❑ C. Could not find a Nursing Assistant position with desired hours.
- ❑ D. Preferred to work in another field.
- ❑ E. The pay was too low as a Nursing Assistant.
- ❑ F. Other - Specify:_____

_____

5- If employed part time, not by choice, why? Check (✓) **all** that apply.

- ❑ A. Could not find a full-time Nursing Assistant position.
- ❑ B. Could not find a full-time Nursing Assistant position close enough to home.
- ❑ C. Could not find a full-time Nursing Assistant position with the preferred hours.
- ❑ D. Other - Specify:_____

_____

6- If employed, what is the location of your employer? Check (✓) one.

- ❑ A. In the Harper College District
- ❑ B. In surrounding suburbs
- ❑ C. In further away suburbs
- ❑ D. Downtown Chicago
- ❑ E. In Illinois, outside the Chicago metro area
- ❑ F. Out-of-State

7- Describe the type of agency at which you are employed. Check (✓) one.

- ❑ A. Acute Care
- ❑ B. Sub-Acute Care
- ❑ C. Long-Term Care
- ❑ D. Home Care
- ❑ E. Clinic
- ❑ F. Other - Specify:_____

_____

8- How easy was it for you to find employment? Check (✓) one.

- ❑ A. I continue to work for the same agency as when I entered the Nursing Assistant Program at Harper College.
- ❑ B. I found a position while still enrolled at Harper College.
- ❑ C. I found a position easily and immediately after graduation.
- ❑ D. I found a position with difficulty. Please describe the difficulty - _____
- ❑ E. I left the field to find a position.

9- If employed full time, what was your starting annual salary and what is your current annual salary? Check (✓) **once** in each column.

		Starting Salary	Current Salary
A.	Less than $15,000	____	____
B.	$15,000 - $19,999	____	____
C.	$20,000 - $24,999	____	____
D.	$25,000 - $29,999	____	____
E.	$30,000 - $34,999	____	____
F.	$35,000 - $39,999	____	____
G.	$40,000 and higher	____	____

10- If employed part time, what was your starting wage rate and what is your current wage rate? Check (✓) once in each column.

		Starting Wage Rate	Current Wage Rate
A.	Less than $6.00/hour	____	____
B.	$ 6.00 - $ 7.49/hour	____	____
C.	$ 7.50 - $ 8.99/hour	____	____
D.	$ 9.00 - $10.49/hour	____	____
E.	$10.50 - $11.99/hour	____	____
F.	$12.00 - $13.49/hour	____	____
G.	$13.50 - $13.99/hour	____	____
H.	$14.00 or higher an hour	____	____

11- Do you have opportunities for advancement in your present position? Check (✓) one.

- ❑ A. No
- ❑ B. Not sure
- ❑ C. Yes - Describe what they are: _____

12- What support services did you use while at Harper College and how beneficial were these services? Check (✓) one column for each service.

		Used Service		
Support Service	Did Not Use Service	Very Beneficial	Somewhat Beneficial	Of No Benefit
A. Child Care	____	____	____	____
B. Learning Resources Center (LRC)	____	____	____	____
C. Computer Labs	____	____	____	____
D. Bookstore	____	____	____	____
E. Cafeteria	____	____	____	____
F. Tutoring	____	____	____	____
G. Career Advising	____	____	____	____
H. Academic Advising	____	____	____	____
I. Test Analysis	____	____	____	____
J. Study Skills	____	____	____	____
K. Other - Specify: _____	____	____	____	____

13- Describe any responsibilities or skills you now have that are beyond those required of a Basic Nursing Assistant:

_____

_____

_____

14- Where did you receive learning for these added skills? _____

15- Describe any additional training you have undertaken since graduating from the Nursing Assistant Program:

_____

_____

_____

_____

16- Do you currently have a need for continuing education? Check (✓) one.

❑ A. No

❑ B. Yes: Describe Specific Needs: _____

_____

_____

17- Describe your satisfaction level with various aspects of the Nursing Assistant Program. Check (✓) one column for each aspect of the program.

Aspect	Very Satisfied	Satisfied	Neutral	Not Satisfied
A. Degree to which prepared for employment	____	____	____	____
B. Classroom Preparation	____	____	____	____
C. Campus Laboratory Experience	____	____	____	____
D. Clinical Experience	____	____	____	____
E. Overall Program	____	____	____	____

18- To what extent did you fulfill the course objectives of the program upon graduation from Harper College? Check (✓) one column for each objective.

Course Objectives	To a Great Extent	To An Extent	Minimally	To No Extent
A. Identify the organization of the health care institution and its function	____	____	____	____
B. Communicate effectively with patients, family and staff	____	____	____	____
C. Give simple emotional and psychological support to the patient and family members	____	____	____	____
D. Establish and maintained a safe and pleasant environment for the patients	____	____	____	____
E. Follow the nursing care plan in providing care	____	____	____	____
F. Demonstrate basic nursing skills while caring for patients	____	____	____	____
G. Report observations related to the patient's condition to his/her immediate supervisor	____	____	____	____
H. Record observations and maintain records specific to the long term facility and/or hospital or home health agency	____	____	____	____

19- At the present time, to what extent have you fulfilled the course objectives of the program? Check (✓) one column for each objective.

Course Objectives	To a Great Extent	To An Extent	Minimally	To No Extent
A. Identify the organization of the health care institution and its function	____	____	____	____
B. Communicate effectively with patients, family and staff	____	____	____	____
C. Give simple emotional and psychological support to the patient and family members	____	____	____	____
D. Establish and maintained a safe and pleasant environment for the patients	____	____	____	____
E. Follow the nursing care plan in providing care	____	____	____	____
F. Demonstrate basic nursing skills while caring for patients	____	____	____	____
G. Report observations related to the patient's condition to his/her immediate supervisor	____	____	____	____
H. Record observations and maintain records specific to the long term facility and/or hospital or home health agency	____	____	____	____

20- Based on your last evaluation from **your employer**, please rate your performance. Check (✓) one.

____ A. Excellent

____ B. Above Average

____ C. Average, but Satisfactory

____ D. Needs Improvement

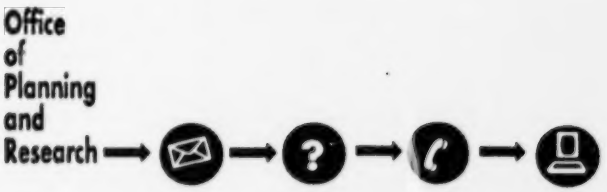
____ E. Unsatisfactory

Thank you for responding to this survey. Your responses are very important in helping Harper College to achieve the best for their students.

Operational Staff:

Janice Cook, Administrative Secretary
Cal Meltesen, Research Analyst
Karla Hill, Research Clerk
Susannah Swift, Clerk
Donna Woodruff, Clerk

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398



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